



DRAFT - Advisory Board Meeting Minutes

HealthSource RI

One Weybosset Hill / 33 Broad Street

2nd Floor, Conference Room A

12:00 – 1:30 pm

Tuesday, January 20, 2015

I. Call to Order

Members present: Geoff Grove, Steve DeToy, Linda Katz, Patrick Quinn, Michael DiBiase, Peter Howland, Sam Salganik

Others present: Michelle Coppolino, Emily Colton, Ted Almon, Linda Holly

Staff Members present: Anya Wallack, Zachary Sherman, Amy Black, Olivia Burke, Marti Rosenberg, Maria Tocco, Chris Hunsinger, Matt Stark

II. Director's Report – Introduction and Notes

The meeting opened with a discussion about a recent article in *Convergence RI* by Richard Asinoff. There was clarification that there have been technical difficulties uploading the document because of its size and that copies can be obtained from HSRI. HSRI staff noted that there is no personally identifying information in the binder, but work being done in this area has stopped until HSRI determines if its privacy policy and legal counsel are adequate.

The group then discusses sustainability options. Director Wallack noted that her clear charge from the Governor is to focus on sustainability from both the budget and revenue sides of HSRI. The HSRI team is working on exchange budgets and looking at options for long-term proposals. They are developing options for the administration that will be presented at a near time. Director Wallack announced some staffing changes and noted that she will be evaluating HSRI's use of contractors going forward.

III. Survey Presentation

The presentation was distributed to determine the roll of the advisory groups and how best to use them. The presentation included a group discussion on what the history of the advisory groups has been like, and what role the members think the groups should play moving forward. The discussion ranged from how the advisory members define HSRI to how they define their own role in HSRI. Some of the board's most discussed concerns were the long-term sustainability and uncertain short-term future of HSRI. Members also discussed repairing negative publicity. The board also discussed how to become more active in HSRI. Director Wallack closed the discussion by noting that she would welcome feedback about what the best use of the board's time is. She agreed with the members that there needs to be more

interaction between the board and HSRI beyond HSRI staff presenting the board with information.

There was a brief discussion about HSRI entering into contract with the largest CPA firm in the North East, which has decided to offer HSRI to its clients. Staff from the firm will be attending broker trainings. It was also noted that the Providence Chamber of Commerce has asked Director Wallack to give a keynote on February 24th.

IV. Update on Open Enrollment

HSRI staff presented enrollment data broken down by plan choice and provider choice. A discussion about HSRI customer service followed, with the board asking questions about whether HSRI staffs up call centers in accordance with high call volume trends. HSRI staff noted that they try to staff according to the tight times between Nov 15 and Dec 31. They accommodate trends, but are staffed consistently from the end of October to the end of February.

V. Enrollment Questions

There was a discussion about what HSRI knows about people who have enrolled and not paid or the number of drop-offs and uninsured people. It was noted that these numbers would paint a different picture than basic enrollment data. Director Wallack assured the board member that she will find that information, and added that HSRI is planning to field a survey to customers that should help assess these kinds of questions. Director Wallack reminded the board to let her know what kind of information they would like to see on a regular basis.

VI. Systems Update

The board and HSRI staff engaged in a discussion about the systems issues facing HSRI. A staffer presented a number of systematic issues facing HSRI. It was concluded that HSRI needs to work closely with web development contractors to find systematic fixes and reduce individual workarounds. The web team is adapting to the new priorities on sustainability. There is a lot of opportunity to fix the system and move away from the defects, but the issue is time. There is not enough time to do what the web team needs to do. There needs to be a major prioritization. Director Wallack added that there is a limited amount of time to spend the large amounts of federal money HSRI has. HSRI needs to fix these issues while it can, and focus particularly on a systematic fix.

VII. Tax Update

There was an overview of the tax forms HSRI customers will be required to fill out this year. HSRI staff indicated they are expecting some confusion about who gets what tax forms. HSRI is also anticipating a number of issues with people who don't know they are getting a tax credit or did not estimate their income correctly and will be required to pay more. There is not a firm

expectation for the exact number of people who will have issues. HSRI is working with tax assistance sites across the state and working with tax preparers to keep them up to date.

VIII. Communications

Moving forward, HSRI is briefing the governor's office and OHHS down through the legislature on any PR/outreach efforts. HSRI is doing some paid advertising to let people know that the tax forms are in the mail. HSRI is also working with the press to let them know that HSRI is aware of the issue and working to rectify it.

IX. Conclusion

There was a discussion by the board that it would be nice to have some idea of the administration's plans for HSRI. Director Wallack noted that it's too early to say HSRI is making a major shift. The Director said she is keeping both items in mind – short and long term sustainability are both concerns. We will talk about sustainability next month.

A board member requested everyone be aware of the families who may have already spent their returns only to receive a health insurance fee in the mail. They did everything right, and are being penalized. HSRI staff responded to concerns expressed by a board member regarding the 1095 tax issues that HSRI and thinking creatively about how to address this problem.

X. Meeting Adjourned.